



# business services

District of Columbia  
Department of Employment Services

Government of the District of Columbia  
Anthony A. Williams, Mayor

Department of Employment Services  
Gregory P. Irish, Director



## History

The District of Columbia, Department of Employment Services (DOES) has served this country well in peacetime, through wars and conflicts, and during periods of severe economic decline since its inception, sixty-nine years ago. The system has adjusted to significant changes in our workforce, serving countless employers and jobseekers. Created during the historic "First Hundred Days" of President Franklin Delano Roosevelt's administration, in the worst year of the Great Depression, 1933, the Wagner-Peyser Act was signed into law, establishing a nationwide system of employment service. During the past 69 years, we've seen sweeping changes take place in America's economy with new occupations being created and some jobs becoming obsolete. Today, in an increasingly complex marketplace, and nine major recessions later--which includes the September 11, 2001 attack on America--our civilian labor force has expanded dramatically and DOES has broadened its activities to provide assistance for special targeted groups such as minorities, youth, the disabled, older workers, migrants, and professionals, as well as disadvantaged workers. Furthermore, we have increased our service level capacity by opening three full service One-Stop Career Centers, five satellite centers and a small business resource center.

What has not changed throughout our history is the basic mission of the Department of Employment Services. Our primary goal has always been to improve the function of the nation's labor market by bringing together individuals seeking employment and employers seeking workers.

District of Columbia

Department  
of Employment  
Services



# message



## From the Director

The District of Columbia has undergone unprecedented economic growth under the leadership of Mayor Anthony Williams. Growth that is evident by construction of the new Washington Convention Center, the opening of new businesses like Home Depot, an uncharacteristically low unemployment rate, the migration of people back into the city, and affordable housing.

Mayor Williams is committed to making this a "business friendly" city, and has charged this and other city agencies with developing programs that will encourage corporate partnerships and cut the bureaucratic red tape sometimes involved in opening a local business.

We, at the Department of Employment Services are molding this agency to fit the workforce demands of the 21st century. Through our business services initiative, we give local employers the opportunity to invest in the continued development of our city by helping those who need employment to become productive and self-sufficient citizens.

On a daily basis, we contact employers seeking workers with a broad range of skills, and we routinely work with the community to identify and develop new jobs. We conduct job fairs, help with employee recruitment, referrals and screenings and offer a wide array of employer tax-saving programs. We continually promote these initiatives as smart business investments, because they are.

Our city's prosperity depends upon the flexibility of a well-prepared workforce. Providing services to help your business thrive is one of our major priorities.

Let us put our services to work for you.

Gregory P. Irish  
Director  
D.C. Department of Employment Services

## Business Resource Center

The Business Resource Center, located at 77 P Street, N.E., Washington D.C. has partnered with the Small Business Development Center (SBDC) of Howard University. The purpose of the center is to provide start up/small business owners in the Washington Metropolitan area with access to office space, business counseling services, procurement and technical assistance, on-line access to the Master Business License application process and assistance with developing business and marketing plans.

Furthermore, the center provides daily access to SBDC staff. The staff is available to assist with how to start a business, financial counseling, industry specific workshops and seminars. Also, referral services to attorneys and accountants are provided.

Additionally, the center has a small reference library, complete with entrepreneurial start-up guides, and computers equipped with Internet access, business planning software, and audiovisual equipment to view video programs tailored for the small business.

For more information about the Business Resource Center, please contact:

Business Resource Center  
D.C. Department of Employment Services  
77 P Street, N.E., 3rd Floor, Room 3149  
Washington, D.C. 20002  
(202) 671-2144

## Business Services

### Employer Taxes

The Tax Division operates a wide-ranging employer tax operation. This includes determination of employer liability, collection and accounting of tax revenue, performance of audits and the collection of delinquent taxes, penalty and interest.

The Tax Enforcement Branch of the Tax Division conducts field audits to ensure employer compliance. It advises employers of their obligations under the D.C.

Unemployment Compensation Act, obtains delinquent quarterly reports, collects delinquent taxes, penalty and interest and negotiates payment plans. Disputed wage claims are investigated.

### Unemployment Insurance Appeals Assistance

The Department of Employment Services offers several options for employers and individuals who have been denied benefits or have received notice of an unemployment appeals hearing in the District of Columbia. An employer or an employee dissatisfied with the initial claim determination of the agency may appeal the process. If there is a question regarding the payment of unemployment insurance benefits, an appeals process is initiated before an Appeals Examiner at an impartial hearing where an employer and claimant can present their case. Reconsideration can be done at a second level hearing.

For more information about the DOES Office of Unemployment Appeals process, please contact:

Office of Unemployment Compensation,  
Appeals Division  
D.C. Department of Employment Services  
609 H Street, N.E., Room 339  
Washington, D.C. 20002  
(202) 671-2144  
[www.does.dc.gov](http://www.does.dc.gov)

### Employer Advocacy Program

The Employer Advocacy Program (EAP) is a service offered by the District of Columbia's Chamber of Commerce to District employers. EAP provides free legal counsel and representation to all District employers in the appeals process for unemployment compensation claims filed by former employees. The program is designed to help employers understand their rights and offers recommendations based upon the merits of the claim. Contact EAP at (202) 638-6761 for additional information.



Wilson Building

## Hearings and Adjudication

The Office of Hearings and Adjudication (OHA) conducts formal administrative hearings under two benefits programs:

- D.C. Workers' Compensation Act of 1979, as amended, D.C. Code §32-1501 et. seq. (private sector)
- Subchapter XXIV of the D.C. Government Comprehensive Merit Personnel Act of 1978, as amended, D.C. Code §1-623.1 et. seq. (public sector)

After receiving an application for a formal hearing, OHA issues a scheduling order that sets forth the date of the formal hearing, as well as various guidelines related to the parties' preparation for the hearing.

Between the application and the actual hearing, an Administrative Law Judge (ALJ) manages the case by responding to requests for subpoenas or ruling on the requests of the parties for exclusion or inclusion of evi-

dence and witnesses. At the conclusion of the hearing, the ALJ issues a legal written decision.

When a party disagrees with the decision, the party may appeal to the Director of the Department of Employment Services. Further appeals are taken to the D.C. Court of Appeals. After a decision has become final, the ALJ may be required to rule on requests for the award of an attorney's fee or a supplementary order declaring default.

For more information about the hearing and adjudication process, please contact:

Office of Hearings and Adjudication  
Labor Standards Bureau  
D.C. Department of Employment Services  
77 P Street, N.E., 2nd Floor  
Washington, D.C. 20002  
(202) 671-2233





## Business Services

### Job Recruitment/Job Fairs

The Department of Employment Services sponsors events where both job seekers and employers come together. These events target businesses and occupational areas that are expected to enhance job opportunities or accelerate future job growth. These events aggressively address the Spanish, Vietnamese, and Chinese speaking populations as well as other District of Columbia residents.

### Job Placement

The Department of Employment Services is actively working with District residents to prepare them to meet employer expectations and to qualify for jobs. Through on-going programs such as Project Empowerment (our Welfare-to-Work program), Apprenticeship initiatives, Metro Tech, and the Senior Community Service Employment Program, D.C. residents are getting jobs that lead to successful careers. Residents can work one-on-one with professional counselors at our One-Stop Career Centers to prepare them to meet employer expectations, and to fulfill job specifications.

## Labor Market Information

The Office of Labor Market Research and Information (LMI) provides convenient access to current and accurate labor market information delivered in a customer-friendly, easy-to-use format. Our LMI Web Tools Analyzer component is an advanced Internet application specifically designed for displaying and analyzing demographic, economic, and labor market information on the World Wide Web. This component provides Internet and Intranet-based access to all data stored in the standard structure of America's Labor Market Information System (ALMIS). For more information, visit [www.lmi-net.org](http://www.lmi-net.org).

LMI produces both a monthly and quarterly newsletter. The monthly publication, "Labor Market and Economic Trends: A Snapshot" provides a summary of the latest available information on District labor market conditions,

local economic trends and census data. "Labor Market Trends", our quarterly publication, provides in-depth statistical and analytical information, and features current labor market topics.

## Occupational Safety and Health

The D.C. Department of Employment Services' Office of Occupational Safety and Health (OSH) administers a safety and health program that provides free consultation visits and training and safety program assistance to private sector employers in the District of Columbia. The program is grant-funded by the U.S. Department of Labor.

The following services are offered to private sector employers:

- Safety and health consultation visits when requested by employers;
- Technical and educational assistance and training to promote safety and health standards;
- Recommendations for corrective action and engineering controls to abate detected hazards; and
- Re-inspection for compliance with all notices of serious violations.

For more information please contact:

Office of Occupational Safety and Health  
Labor Standards Bureau  
D.C. Department of Employment Services  
77 P Street, N.E., 2nd Floor  
Washington, D.C. 20002  
(202) 671-1800



# opportunities

## Employer Tax Credits

The Work Opportunity Tax Credit encourages employers to hire job seekers from ten targeted groups by reducing the employers' federal tax liability by as much as \$2,400 for each new hire during their first year of work. Job seekers who qualify under this credit are: long term family assistance recipients, 18 to 24-year old food stamp recipients, veterans, vocational rehabilitation referrals, 18 to 24-year old residents of Empowerment Zones or Enterprise Communities (EZ/ECs), ex-felons or work-release inmates from low income families, recipients of Supplemental Security Income benefits, and 16 to 17-year old EZ/EC residents hired as "Summer Youth Employees."



The Welfare-to-Work Tax Credit encourages employers to hire long-term low income individuals by reducing the employers' federal tax liability by up to \$8,500 for each new employee hired during their first two years of work. New workers who qualify under this credit are: individuals who have received Temporary Assistance for Needy Families (TANF) for at least 18 months or whose TANF eligibility has expired under federal or state law.

## First Source Employment Agreement

The First Source Employment Agreement Program, established by D.C. Law 5-93 and Mayor's Order 83-265, assures city residents priority for new jobs created by municipal financing and development programs. It mandates that all projects funded in whole or in part with District of Columbia funds, or funds that the District administers, shall provide for increased employment opportunities for District residents.

Each employer in the program must sign an agreement ensuring that all job openings created are listed with the Department of Employment Services, that 51% of all new hires are District residents, and that any apprenticeship program approved by the D.C. Apprenticeship Council must register 51% District residents.

### Key features of this program:

- Enhances the City's ability to provide jobs for District residents;
- Helps District residents obtain jobs and training;
- Provides monitoring to ensure employer compliance with the agreement;
- Helps employers complete staffing patterns; and
- Helps employers meet contractual obligations.





# information

## Online Information and Services

### **Department of Employment Services –**

*<http://www.does.dc.gov> - provides information about the agency's various programs and services.*

**DOES Virtual One-Stop** – *<http://www.dcnetworks.org> - direct access to the Virtual One-Stop System that provides web location information to employers and job seekers on career opportunities, training, education, testing, assessment, and other career tools.*

**America's Workforce Network Toll-Free Help Line**  
1-877-US-2Jobs – provides accurate, up-to-date information about all major programs that are part of America's Workforce Network (AWN).



**America's Service Locator** – *<http://www.servicelocator.org> - offers job seekers, workers and employers a way to identify the workforce development agencies most convenient for them to receive employment and training services, including labor market information and employment opportunities.*

**America's Job Bank** – *<http://www.ajb.org> - is the world's largest pool of active job opportunities.*

**America's Learning Exchange** – *<http://www.alx.org> - provides information on career exploration, training, education, testing, assessment, and other career tools.*

**America's Career InfoNet** – *<http://www.acinet.org> - includes a wealth of information on job trends, wages, national and local labor markets, as well as other valuable occupational, economic, and demographic data.*

**O\*NET Online** – *<http://online.onetcenter.org> - is a database that describes a wide variety of occupations, their requisite skills, and earning potential. This is useful for individuals exploring career options as well as businesses developing job descriptions and refining recruitment and training goals.*

**Workforce Tool Kit** – *<http://www.doleta.gov/employ.asp> - is considered the resource for employers. The programs and services described in this tool kit have all been developed with help from employers. The tool kit includes information on expanding, training, restructuring and financing your workforce, as well as accessing AWN resources.*

# Our Marketing Team

## **Mission**

The Department of Employment Services plans, develops and administers employment-related services to all segments of the Washington, D.C. metropolitan area population. We achieve our mission through empowering and sustaining a diverse workforce, which enables all sectors of the community to achieve economic and social stability.

## **Vision**

The Department of Employment Services is on the cutting edge, making customer success a number one priority by providing comprehensive employment services, which ensure a competitive workforce, full employment, life-long learning, economic stability and the highest quality of life.





**Department of Employment Services**  
77 P Street, NE  
Washington, D.C. 20002  
[www.does.dc.gov](http://www.does.dc.gov)